

CONSOLIDATED MAIL SERVICES

CMS Express



www.ga.wa.gov/mail

CMS—Working for you!



Please join us for an

*Open House
at*

Consolidated Mail Services

*Wednesday, December 15th
1:00pm-4:00pm*

Come see our new x-ray scanning machine, and the latest technology in inserting equipment. Enjoy some refreshments and meet our staff while you stroll through our facility.

We are located in downtown Olympia.
Please use our customer entrance on 7th street
between
Cherry St. and Chestnut St.
For directions go to:
www.ga.wa.gov/mail/map.htm



Dates to Remember

- 11/11 Veterans Day
- 11/25-26 Thanksgiving Holiday
- 12/14 Quarterly Customer Training and Tour
- 12/15 CMS Open House 1pm-4pm
- 12/24 and 12/31 State Offices Closed
- 12/25 Christmas
- January 2005 Incoming and Campus Mail Surveys

PEACE OF MIND

As many of you may know, on October 22nd, Consolidated Mail services received our first x-ray scanning machine. We have since committed to conducting a pilot project that began on November 15th with our legislative customers. All mail for these customers, including packages, is being scanned before delivery.

In preparation for the pilot we ensured staff were trained, procedures written, and the machine registered. Registered, you ask? Yes, registered. X-ray scanning systems must be registered with the Department of Health in order to comply with the State's usage and safety requirements.

With the mentioning of safety, you most likely have many



CMS staff and X-Ray scanner

questions about just how safe the machine is. Fortunately, not only will the x-ray machine increase the safety of the mail you receive, it will not harm its operators or your packages. Floppy disks, laptops, film with speeds up to 1600, and even food you may be awaiting will not be damaged as a result of a short trip through our scanner.

Regarding our ability to increase the security of the mail you receive, we recently experienced a package passing through the scanner that appeared suspicious. With further research we were able to determine from the recipient that the image appearing on the scanner was consistent with what they were expecting.

It is our hope that this new technology will allow us to build confidence in the security of the mail we deliver. We anticipate scanning all of your incoming mail by early next year and before the end of 2006 every piece of mail will pass through the x-ray machine.

CMS Contact Information

Customer Service	(360) 664-9506
Campus and Incoming Mail	(360) 664-9617
Outgoing Mail/Presort Section	(360) 664-9619
Outgoing Mail/Inserting Section	(360) 664-9618
Distribution	(360) 664-9616
Fiscal/Invoicing	(360) 586-1947
Receptionist	(360) 586-0457
Supply Line	(360) 753-5443
Fax	(360) 664-9620

Visit us on the web at
www.ga.wa.gov/mail

New Toys at CMS

Did you know that in late 2006, digital postage meters will be required by the United States Postal Service? It's true. It's exciting times at CMS because we've never had a brand new meter machine. All seven of ours have been used machines that have been rebuilt. Some, many times. We actually maintain a meter machine junkyard in one corner of the building.



Paul Schubert operates a DM1000

But those days are coming to an end.....

Consolidated Mail has begun the transition and recently received two of five brand new Pitney Bowes DM1000 meter machines. Staff especially enjoy the faster processing and using the Weigh on the Way (we call it WOW) feature. The new me-

ters have many modern features like

- inkjet printing
- processes sizes from postcards to 10" by 13" flats
- automatically receives USPS rate updates
- uses Weigh on the Way technology, so there is no longer the need to hand separate mail by size, weight and thickness and does all of this at speeds up to 260 pieces per minute.

Let's Continue to Follow the Mail

Once your mail passes through the DM1000, it's sent through the Optical Character Reader, also known as the OCR. The OCR is equipped with the latest address reading technology from Bowe Bell & Howell. This machine will read the address on the mail and attempt to apply a bar code and sort it based on the destination zip code. If a piece can't be read, it's taken to another machine called an Encoder, for one more attempt at automation. Please note, if mail is sent for encoding, it



results in a slightly higher cost to your agency. For that reason it is important for address hygiene to be at its best.

Why do we do all this? The answer is simple. Automating mail allows us to provide a discounted postage rate to your program. CMS saves over \$2 million a year in postage for the state.

Don't Forget the Pink Slip

The "Pink Slip" gives CMS directions on how to process the mail and what postage rate to apply. Select the presort option for letter mail and you'll be getting the discounted postage rate.

CMS Express is published quarterly by Consolidated Mail Services.

Forward your comments or questions to:

Diane Wilkinson
Customer Service
(360) 664-9506



Beat the 1099 Rush

Each January, Consolidated Mail Services inserts and mails over ½ million IRS 1099 forms for state agencies. CMS would like to suggest that your agency plan ahead for this mailing. Many agencies wait until the last minute to mail these out. Unfortunately, this could mean higher postage rates in order to meet the deadline. Recipients must receive the forms by January 31, 2005 so it is important to schedule with CMS early. Another consideration is meeting postal regulations.

Agencies may need to make design changes to their 1099 forms this year to meet the "tap test"—the USPS regulation regarding window envelopes. The Department of Retirement Systems, Employment Security, and Labor and Industries have been proactive by making changes and having CMS test for compliance earlier this year.

Now is the time to schedule a test of your 1099 forms with our inserting section. Once they have been tested and meet regulations, get them to CMS early to avoid the extra postage. Please call John Conley at 360-664-9618 to make testing and mailing arrangements.